

# Library Assistant II

**Dept:** Library

**FLSA Status:** Non-Exempt

## General Definition of Work

Performs intermediate administrative support work at the circulation desk, cataloging materials, preparing materials for circulation and providing assistance to library patrons, and related work as apparent or assigned. Work is performed under the moderate supervision of the division head to branch manager.

## Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

## Essential Functions

- Provides circulation assistance to patrons including checkout of library material, issuing library cards, assessing fees and fines and resolving problems related to library records.
- Checks in and distributes library material for shelving or transfer; shelves library material.
- Answers patron inquiries; provides basic assistance to patrons on retrieval of library material and use of computers; refers patrons to librarian when necessary.
- Assists with programming for patrons.
- Processes labels and mends library materials.
- Assists with maintaining order and daily upkeep of library facility.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

## Knowledge, Skills and Abilities

Thorough knowledge of basic library procedures, methods and techniques; thorough knowledge of the library circulation functions; thorough knowledge of office procedures and records maintenance techniques; thorough skill using library equipment, materials and resources; ability to exercise initiative and independent judgment; ability to establish and maintain effective working relationships with library patrons and associates.

## Education and Experience

High school diploma or GED with coursework in business, or related field and less than one year experience working as an administrative assistant, or equivalent combination of education and experience.

## Physical Requirements

This work requires the frequent exertion of up to 10-30 pounds of force and occasional exertion of up to 50 pounds of force; work regularly requires standing, speaking or hearing and using hands to finger, handle or feel, frequently requires walking, sitting, reaching with hands and arms, lifting and repetitive motions and occasionally requires climbing or balancing, stooping, kneeling, crouching or crawling and pushing or pulling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a quiet location (e.g. library, private offices).

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## Special Requirements

None.

## Competencies

**Business Ethics:** Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

**Communications:** Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

**Customer Service:** Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

**Dependability:** Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

**Job Knowledge:** Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

**Quality:** Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

**Relationship Building:** Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

**Initiative:** Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Manager Name (Printed)

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date